

## REMARKS

Reconsideration and further examination of the subject patent application in view of the present Amendment and the following Remarks is respectfully requested. Claims 1-28 are currently pending in the application. Claims 1-6, 9-16, 19-25, and 28 have been rejected under 35 U.S.C. §103(a) as being unpatentable over U.S. Pat. Pub. No. 2002/0073203 to Gilleland in view of U.S. Pat. Pub. No. 2004/0156380 to Silverman et al. ("Silverman"). Claims 7, 8, 17, 18, and 26 have been indicated as allowable if rewritten in independent form. Claims 1, 8, 11, 18, 21 and 26 have been amended. After careful review of the claims and references, it is believed that all the claims are in allowable form and a Notice of Allowance is therefore respectfully requested.

The independent claims 1 and 11 have been amended to call for the notification feature of claims 8 and 18 respectively, and claim 21 has been amended to call for the conference application feature of claim 26. Since the Office Action indicated that these claims would be allowable, the independent claims 1, 11, and 21, and claim 2-10, 12-20, and 22-28 which are dependent thereon, are now believed to be in allowable form.

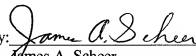
In addition, claim 8 has been amended to call for sending an SIP instant message to the buffer server (see e.g., paragraph 0096); claim 18 has been amended to call for directing the INVITE to the agent and permitting the agent to negotiate a communications protocol (see e.g., paragraphs 0048-49); and claim 26 has been amended to call for monitoring call progress by requesting notification of status (see e.g., paragraph 0045). These features are believed to further distinguish claims 8, 18, and 26 over the cited references.

For the foregoing reasons, applicant submits that the subject application is in condition

for allowance and earnestly solicits an early Notice of Allowance. Should the Examiner be of the opinion that a telephone conference would expedite prosecution of the subject application, the Examiner is respectfully requested to call the undersigned at the below-listed number.

The Commissioner is hereby authorized to charge any additional fee which may be required for this application under 37 C.F.R. §§ 1.16-1.18, including but not limited to the issue fee, or credit any overpayment, to Deposit Account No. 23-0920. Should no proper amount be enclosed herewith, as by a check being in the wrong amount, unsigned, post-dated, otherwise improper or informal, or even entirely missing, the Commissioner is authorized to charge the unpaid amount to Deposit Account No. 23-0920. A duplicate copy of this sheet(s) is enclosed.

Respectfully submitted,  
WELSH & KATZ, LTD.

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